



Customer Complaint Form

This form should be used by individuals who have already contacted a Calgary Housing (CH) staff member regarding an issue or complaint and who have been unable to resolve their complaint to their satisfaction.

Individuals who have not already brought forward the concern or complaint to a CH staff member will be redirected to do so as the first step in the resolution process.

Information about the Person initiating the Complaint or Concern:

Date:

First Name:

Last Name:

Phone Number:

Email Address:

Home Address (if you are a CH resident):

Resident Code (if you are a CH resident):

Applicant Number (if you are a CH applicant):

Preferred method of communication:

☐ Email ☐ Phone

If you are initiating the complaint on behalf of someone else, please provide their name and contact information as CH staff will contact them to obtain permission to speak with you:

Are you, or the person you are submitting the complaint on behalf of, currently a resident with CH?

☐ Yes
☐ No
☐ Unknown

Are you, or the person you are submitting a complaint on behalf of, currently on the waiting list for housing services from CH?

☐ Yes
☐ No
☐ Unknown



Details of the Complaint or Concern:

Name(s) of the CH employees who have been informed about your complaint/ concern.

- 1.
- 2.
- 3.

If you are unable to provide the name(s) of CH employee(s) who you have contacted to speak about the complaint/concern, you will be redirected to the appropriate team as the first step in the resolution process.

Please provide the date of when the complaint/ concern began: [Click or tap to enter a date.](#)

Please select the type of concern:

- | | |
|---|--|
| ☐ Eligibility | ☐ Relationship with CH staff/ contractors |
| ☐ Access to Services | ☐ Neighbour Conflict/ Dispute Maintenance |
| ☐ Policy | ☐ Other |
| ☐ Eviction Notice | |

If Other, please specify:

Please provide the details of your complaint/ concern and provide any supporting documents or materials.

Please describe what steps, if any, have been taken to try to resolve the complaint/ concern.

Please describe what options or actions, if any, were discussed with you by the CH employee(s) you contacts.

**Submitting Your Form:**

Please forward your completed Complaint Resolution form by mail to the address below, OR by email to: chcustomerservice@calgary.ca

If you have any further questions, please contact: **587-390-1200**

Your personal information is being collected for the purpose of obtaining informed consent to the disclosure of your personal information. The collection is authorized under section 33 c of the Freedom of Information and Protection of Privacy Act. For any questions about the collection of the personal information in this form, please contact Calgary Housing's Information Management Coordinator at 587-578-6390.

**CALGARY HOUSING LOCATION**

Calgary Housing is now in our new location.

All former district offices have permanently closed.

The new office location is just off of Barlow Trail immediately north of Memorial Drive.

**Calgary Housing
Wood Centre
200, 2535 3rd Avenue SE
Calgary Alberta T2A 7W5**

For Office Use Only:

Date received:

Status:

Outcome: